

Winter Weather Appointment Policy and Guidelines:

General Leonard Wood Army Community Hospital follows Fort Leonard Wood in weather guidance and will close outpatient clinical services whenever access to the base is restricted by reporting delays or early releases of employees.

Despite adverse weather conditions, hospital emergency and inpatient services are always open to provide health care.

Closure decisions are made based on safety. We ask that patients consider clinic delays or closures before departing for appointments when the weather and/or road conditions are poor.

Patients should take the following steps during potentially inclement weather:

Confirm whether the hospital is open or experiencing clinic delays or closures:

- Check the installation Snow and Ice Removal Report (SNAIR) automated line at 563-4141 or visit the installation website at <http://www.wood.army.mil/snair/snair.pdf> to read the current SNAIR report. The SNAIR report is intended to inform the public of installation roadway conditions and closures during inclement weather.
- Check the hospital Facebook page for new announcements often at www.Facebook.com/GLWACH.
- Local radio or TV stations typically maintain up-to-date information on our closures. Check the SNAIR report for a current list of these stations.
- Contact the hospital appointment line at (573) 596-1490 or (866) 299-4234 and listen to the opening announcement which will advise of any clinic closures or delayed starts.

Support the rescheduling policy:

In the event clinic delays or closures, the hospital will work diligently to ensure timely access to care as follows:

- Delays in the daily opening of clinics: Patients will be contacted to reschedule appointments. If care is urgently needed (same day) patients may call the appointment line to coordinate an urgent visit.
- Early Closure: Patients will be contacted to reschedule at earliest possible time. If urgent care is needed, call the appointment line to see if acute capability is available. Patients already at the clinic or hospital should check-in with the head nurse to ensure care needs are met or coordinated.

- All day closure: Patients will be contacted to reschedule at the earliest possible time. If care is urgently needed, patients may contact the appointment line to see if acute capability will be available that day. Patients with emergent needs may report to the Emergency Department.
- Emergency Room services are always available here.

Provide feedback and engage:

General Leonard Wood Army Community Hospital is committed to providing beneficiaries access to care and will give priority assignment to all patients' appointments affected by weather closure.

This policy, however doesn't meet all needs all the time, and active patient participation is a necessary part of successful health care.

Patients are encouraged to use the 24/7 information services listed above to heighten situational awareness and plan ahead.

If you experience unique needs, engage and communicate.

For more information, contact the Clinical Support Division at usarmy.leonardwood.medcom-glwach.list.csd@mail.mil or at (573) 596-0727/0451.